

# Department of Environmental Protection

## Division of Water Resource Management (DWRM):

### Staff Augmentation: IT Project Management for SWAPP

#### Enterprise 24x7 Inc. Engagement Summary

#### Overview

The Water's Information Technology Services (WITS) Office had a need for Project Management Services for their Source Water Assessment and Protection Program (SWAPP) projects.

#### E24X7INC Services

The E24X7INC **Project Manager (PM)** was responsible for overall coordination, status reporting and stability of project-oriented work efforts. The PM was required to manage multiple projects simultaneously and establish and implement project management processes and methodologies for the BBCS IT community to ensure the projects were delivered on time, within budget, adhered to high quality standards and met customer expectations. The PM was responsible for tracking key project milestones and adjusting project plans and/or resources to meet the needs of customers. The PM partnered with senior management of the BBCS, DEP Water Information Technology Systems (WITS) and DEP Office of Information Technology Services (OTIS) community to identify and prioritize opportunities for utilizing IT to achieve the goals of the two groups. The PM possessed extensive knowledge and expertise in the use of Project Management methodologies and tools and understand human resources policies and practices and change management techniques as used within the DEP.

- Served as the Project Manager for the Source Water Assessment & Protection Program (SWAPP) for Ground Water Regulatory section within the Division of Water Resource Management.
- Ensured that the project was compliant with all required WITS and Office of Technology & Information Services (OTIS) Project Management standards.
- Directed and managed project development from beginning to end.
- Defined project scope, goals and deliverables that supported business goals in collaboration with senior management and stakeholders.
- Developed full-scale project plans and associated communications documents.
- Effectively communicated project expectations to team members and stakeholders in a timely and clear fashion.
- Liaised with project stakeholders on an ongoing basis.
- Estimated the resources and participants needed to achieve project goals.
- Drafted and submitted budget proposals and recommended subsequent budget changes where necessary.
- Where required, negotiated with other department managers for the acquisition of required personnel from within the company.
- Determined and assessed the need for additional staff and/or consultants and made the appropriate recruitments if necessary during project cycle.
- Set and continually managed project expectations with team members and other stakeholders.
- Delegated tasks and responsibilities to appropriate personnel.
- Identified and resolved issues and conflicts within the project team.

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- Identified and managed project dependencies and critical path.
- Planned and scheduled project timelines and milestones using appropriate tools.
- Tracked project milestones and deliverables.
- Developed and delivered progress reports, proposals, requirements documentation, and presentations.
- Determined the frequency and content of status reports from the project team, analyze results, and troubleshoot problem areas.
- Proactively managed changes in project scope, identified potential crises, and devised contingency plans.
- Defined project success criteria and disseminated them to involved parties throughout project life cycle.
- Coached, mentored, and motivated project team members and contractors, and influenced them to take positive action and accountability for their assigned work.
- Built, developed, and grew business relationships vital to the success of the project.
- Conducted project post mortem and create a recommendations report in order to identify successful and unsuccessful project elements.
- Developed best practices and tools for project execution and management.
- Worked on other Projects as needed and assigned by client supervisor.

#### Technologies Leveraged

- Project Management Standards
- Oracle Forms & Reports
- MSOffice
- J2EE
- Oracle Database
- MSProject
- XML
- ArcGis/ArcIms